



**Mitsubishi Motors North America, Inc.**

6400 Katella Avenue  
Cypress, CA 90630  
Telephone: 714-372-6000  
[www.mitsubishicars.com](http://www.mitsubishicars.com)

# IMPORTANT SAFETY RECALL

This notice applies to your vehicle, \_\_\_\_\_.

This notice has been sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Date: July, 2014

Dear Mitsubishi Owner,

**Reason for notice:** Mitsubishi Motors North America, Inc. (MMNA) has decided that a defect which relates to motor vehicle safety exists in certain 2007 and 2009 Outlander AWD vehicles. The oil seal boss (hole) in certain replacement (service part) transfer assemblies may have been improperly manufactured. The oil seal can become out of position and allow for automatic transmission fluid (ATF) entry into the transfer assembly.

Reduced ATF pressure in the transaxle could result in the inability to shift gears and in the worst case scenario, the vehicle cannot be driven, increasing the risk of crash. This condition will illuminate the "Automatic Transmission" A/T warning light in the instrument panel.

**What you should do:** Please contact your local Authorized Mitsubishi Motors dealer and schedule an appointment to have the transfer assembly inspected. When you bring your vehicle in, please show the dealer this letter. (If you misplace this letter, the dealer will still make this inspection/replacement to your vehicle, free of charge.)

**What your dealer will do:** The dealership will inspect the transfer assembly and determine if the oil seal boss was properly manufactured. If necessary, the transfer assembly will be replaced with a countermeasure unit.

**How long will it take?** The time needed for this inspection is approximately **0.5** hrs. If the transfer assembly requires replacement, the time needed is approximately **5.5** hrs. The dealer may need your vehicle for a longer period of time due to service scheduling issues, but every effort will be made to minimize your inconvenience.

If you experience any problem having your vehicle repaired promptly and/or at no charge, please inform us by calling the Mitsubishi Customer Relations Department at **888-648-7820**. Hours: Monday through Friday 7 a.m. to 4 p.m. (Pacific Time)

If, after contacting Mitsubishi Customer Relations, you still have a problem getting this repair made promptly and/or without charge, write to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

If you have already encountered a problem with the transfer assembly and had it replaced as a result of this specific condition and have paid for the repair, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement consideration:

Mitsubishi Customer Relations Department, P.O. Box 6400, Cypress, CA 90630-0064

**Notice to Lessors:** If you are a lessor of five or more leased vehicles as of the date of this letter, you have an obligation under federal law, (49 CFR Part 577), to provide each lessee of the above referenced vehicle with a copy of this letter by first class mail within ten days of receipt. Further, you must maintain a record which identifies each lessee to whom you sent a copy of this letter, the date you sent it, and the vehicle identification number (VIN) of the subject vehicle.

We appreciate your prompt attention to this matter.

Sincerely,

Mitsubishi Motors North America, Inc.

**C1407T**